



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SENIOR SOCIAL WORK SUPERVISOR

Class No. 005263

■ CLASSIFICATION PURPOSE

Under general direction to perform difficult professional work in supervising, consulting and training a unit of staff workers providing specialized services for children, families and adults; to assist in planning and organizing the work of the unit; to provide direct services when necessary; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

The Senior Social Work Supervisor is the second line supervisor class in the series, and is allocated to the Health and Human Services Agency (HHSA). Positions in this class are distinguished from the Social Work Supervisor class, in that they require knowledge obtained through graduate course work and that they involve supervision of graduate trained social workers. This class differs from Health and Human Services Administrator III in that the latter assists in coordinating the activities of a number of units, comprising a District, Program or Section.

■ FUNCTIONS

The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Plans, assigns, and reviews for timeliness, the volume and appropriateness of work performed by social workers.
2. Monitors unit work for compliance requirements.
3. Trains staff.
4. Leads staff conferences to discuss and interpret general policies and instruct in group and casework methods.
5. Conducts employee conferences to discuss specific case problems and work performance.
6. Makes decisions, requiring independent judgment, that impact the potential safety and well being of clients, often under critical time frames.
7. Makes administrative and procedural decisions regarding allowances or services to be rendered and changes in assistance or services.
8. Reads case narratives.
9. Receives and gives information in meetings regarding public Social Services and related activities.
10. Accepts and acts upon referrals initiated by a complaint.
11. Makes decisions regarding the adoptability of children, placement of children or adults, supervision of children or adults in homes, institutions or their own homes.
12. Interprets programs to community groups.
13. Regularly meets with and communicates information to allied professionals on cases, referrals and resource development.
14. Maintains records and reports.
15. Trains foster parents.
16. Assist in providing administrative support in the absence of the manager.

17. Attends court sessions.
18. Approves social workers' court reports.
19. Provide responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Child development, the aging process, parenting skills, adolescence, substance abuse, familial violence, causes and treatment of child abuse; family dynamics; death and dying; crisis intervention; and mental health/illness.
- Social work methods and practices.
- Policy and procedures relating to the provision of social services.
- Theories of human behavior and groups dynamics.
- Interviewing, diagnosis and treatment techniques.
- The laws, rules and regulations governing the operation of public social services agencies.
- Supervisory practices and procedures.
- Principles of public welfare administration.
- Needs and problems of children, families, and adults from diverse socio-economic and cultural backgrounds.
- Training techniques.
- Community resources and community organizations.
- Therapeutic modalities.
- County customer service objectives and strategies.

Skills and Abilities to:

- Assess, diagnose and treat child, family and adult-related problems.
- Establish workload priorities and caseload management.
- Communicate effectively both orally and in writing.
- Exercise tact, objectivity, sensitivity, strategy and judgment in dealing with a variety of people in a variety of situations.
- Supervise and train.
- Manage criticism while maintaining professional demeanor.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. A Master's degree from an accredited graduate school of social work; OR,
2. A Master's degree from a two-year counseling program with specialization in individual, family or marriage counseling; OR,
3. Possession of a state of California license as a marriage, family and family counselor;

AND,

1. At least three (3) years experience in a recognized public welfare agency or equivalent agency performing the more difficult casework or treatment services involving adult, family or child welfare casework, providing consultative services to other professional workers; OR,
2. Possession of the advanced degree or MFCC license. Two (2) years of this experience must have been after obtaining the advanced degree or MFCC license.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Work involves verbal abuse and threats of physical violence from clients; exposure to communicable diseases and other medical conditions; and receiving criticism for decisions rendered. Non-routine hours may be required. Standby and callback work may be required to provide emergency response at night or on weekends.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: November 1, 1961
Retitled: August 28, 1967
Revised: February 5, 1969
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